



LIMITED ENGLISH PROFICIENCY (LEP) PLAN

**Cedar Rapids Airport Commission
The Eastern Iowa Airport (CID)**

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Eastern Iowa Airport (CID) – Limited English Proficiency (LEP) Plan

As part of the City of Cedar Rapids' commitment to Title VI of the Civil Rights Act and Executive Order 13166, the Eastern Iowa Airport (CID) has developed the following plan to provide meaningful access to its services for individuals with Limited English Proficiency (LEP). This plan will be reviewed and updated on a triennial basis.

Four-Factor Analysis

1. The number or proportion of LEP persons served or encountered

CID serves a population base primarily drawn from Linn, Johnson, and surrounding counties. According to the U.S. Census Bureau:

- About 9–12% of residents in the region speak a language other than English at home.
- Around 4–6% report speaking English less than "very well."
- Spanish is the most commonly spoken non-English language, followed by French.
- LEP individuals traveling through CID typically reflect the broader region's demographics.

2. The frequency of contact with LEP individuals

CID customer service staff report occasional contact with LEP individuals—most commonly at the information desk, security screening, concession areas, or assisting customers with disabilities. Estimated encounters range from 10-15 per month, with many individuals arriving with a family member or companion who interprets. The most frequent language spoken is Spanish, followed by French.

3. The nature and importance of the program, activity, or service

CID is the second-busiest airport in Iowa, offering nonstop flights to major hubs and seasonal destinations via airlines which include American, Delta, United, Frontier, and Allegiant. Given its regional importance, ensuring equal access to air travel services, public safety protocols, and passenger information is a high priority. The most important service interactions for LEP travelers include security screening, wayfinding, emergency communication, and ticketing.

4. The resources available to the recipient and the costs

CID operates with a mid-sized budget and staffing level. While there is no dedicated translation staff, CID leverages:

- Access to bilingual staff, especially in frontline and customer service roles.
- Tools such as Google Translate, I-Speak cards, and Hands-Up Communication (Interpreter Manager).
- Access to local agencies and airport tenants (airlines, rental cars, TSA staff, etc.) who are also subject to FAA LEP compliance requirements and have bilingual staff.

Department Plan

Identifying Individuals Who Need Assistance

CID staff monitor requests for language assistance during public interactions, via phone, in meetings, and during travel disruptions. The airport implements “I Speak” cards and Interpreter Manager through Hands-Up Communication and public-facing staff are trained to recognize and address language needs. All key vendors and tenants are reminded of their FAA obligations and encouraged to coordinate with airport leadership on providing accessible service through regularly scheduled tenant meetings, and many employ bi-lingual staff in frontline positions.

Language Assistance Measures

- Maintain “I Speak” language cards at all service desks and security checkpoints, through TSA.
- Train staff on how to access Interpreter Manager – Hands-Up Communication for real-time interpretation.

Training Staff

All public-facing CID personnel receive training on:

- How to assist LEP individuals.
- Use of language cards and interpretation tools.
- Title VI responsibilities and nondiscrimination practices.

Training is reviewed annually and as part of onboarding.

Providing Notice to LEP Persons

CID provides notice through:

- A Title VI notice and complaint process link on its website.
- Title VI complaint process available at the customer service desk.
- Non-Discrimination posters throughout the terminal.
- Signage in Spanish at public desks indicating that language assistance is available.
- Contact information on the Airport website to the Title VI Coordinator.

Monitoring and Updating the LEP Plan

This plan will be reviewed every three years or more frequently as needed. The review will include:

- Tracking the number of LEP encounters.
- Evaluating the effectiveness of services and tools.
- Reviewing and updating translated materials.
- Reviewing public complaints to improve service.